![U.S. Department of Homeland Security Seal] **HSIN** | Homeland Security Information Network

2019 ANNUAL REPORT
Delivering Mission Success

A Message from the
HSIN Executive Steering Committee

To Our Homeland Security Partners,

Collaboration and information sharing with homeland security partners (federal, state, local, tribal, territorial, international and private sector) is essential to maintaining the safety and security of our nation. To support these joint efforts, the Department of Homeland Security (DHS) developed the Homeland Security Information Network (HSIN). Today, approximately 130,000 registered HSIN users are making key contributions in areas such as preventing terrorism and targeted violence, securing the borders, intercepting illegal drugs, keeping schools safe, combating criminal gangs, and protecting against cyber threats. The following initiatives offer some examples:

- The Joint Counterterrorism Assessment Team (JCAT), a collaboration by DHS, the FBI, and the National Counterterrorism Center, uses HSIN to share its First Responder Toolbox, which provides information to public safety officials to help prevent, protest against and respond to terrorist attacks.

- The DHS Border Enforcement Security Task Force (BEST) is a joint U.S. Customs and Border Protection (CBP) and U.S. Immigration and Customs Enforcement (ICE) initiative that uses HSIN to share information about individuals who ship and receive illegal drugs, including information on the shippers and receivers as well as transshipment points.

- The Georgia school safety community on HSIN is a model for deployment nationwide. The initiative bridges communication gaps across 539 cities and 2,300 school facilities by providing a secure, central location to share school safety and intelligence information.

- As it pertains to active shooter and targeted violence incidents, HSIN enables local, state and federal partners to collaborate in real-time. For example, during recent incidents in Dayton, OH, El Paso, TX, Gilroy, CA, Virginia Beach, VA, and Santa Fe, TX, public safety partners used HSIN to immediately access and share credible sources of data and deconflict operations.

- In the area of border security, U.S. Customs and Border Protection uses HSIN to facilitate operational support for more than 150 individual border security operations annually as part of the Operation Stonegarden (OPSG) program. Non-federal partners involved in OPSG include city and municipal police departments, county sheriff offices, constables, tribal police agencies, state police agencies, including parks and wildlife departments, and U.S. territorial agencies.

Federal, state, local, tribal, territorial, international and private sector partners rely on HSIN as their primary platform to access and share information across the most pressing areas of homeland security. We invite you to review this year's HSIN Annual Report for more examples like these, and we appreciate the contributions of all the homeland security partners who rely on HSIN for information sharing and operational coordination.

Thank you,

Frank DiFalco
HSIN ESC Co-Chair, OPS

Kevin Saupp
HSIN ESC Co-Chair, I&A

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Executive Summary

Bolstering the nation's cybersecurity, combating the opioid crisis, and safely integrating drones into the airspace were among the activities on partners' agendas during FY19. Additionally, HSIN support for safety and security at key events included the State of the Union Address, The United Nations General Assembly, NFL Super Bowl, Indianapolis 500, Boston Marathon, NCAA Final Four, and major Independence Day celebrations in Washington D.C. and across the country.

In the area of cybersecurity, more than 80 government agencies use HSIN to participate in the Cyber Intelligence Network (CIN), which was established by the National Fusion Center Association. In FY19, the CIN launched its 24/7 National Cyber Situational Awareness Room (SitRoom) on HSIN. More than 550 cyber analysts and investigators across all 50 states use the SitRoom to share and analyze raw data to develop plans to prevent the next incident from occurring.

In another cyber initiative, over 850 participants used HSIN for the Cyber Shield 19 exercise. The major exercise involved State National Guards from approximately 40 states, multiple fusion centers and metropolitan law enforcement agencies, and over 20 organizations representing industry and academia. HSIN also played a key role in the Elections Infrastructure Sharing and Analysis Center (EI-ISAC), which allowed state and local jurisdictions to have access to a dedicated venue to share information about cyber threats and vulnerabilities specific to election systems.

Other highlights include the rollout of HSIN Exchange to the High Intensity Drug Trafficking Areas (HIDTA) program. The HIDTA program uses a Domestic Highway Enforcement (DHE) strategy to disrupt the movement of illegal drugs along U.S. transportation corridors, and HSIN Exchange allows partners to more efficiently share sensitive information across state lines and other jurisdictions.

Also in FY19, the Unmanned Aircraft Systems (UAS) and Remote Sensing Community launched on HSIN to support the safe integration of UAS, or drones, into the national airspace. The use of drones by public safety personnel is on the rise, and HSIN's ability to stream video and other data captured by UAS provides another key capability that partners can use to support their operations. According to a 2019 survey conducted by the American Association of State Highway and Transportation Officials, 36 out of 50 State Departments of Transportation (DOTs) are funding programs to operate UAS vehicles.

Other FY19 accomplishments include:

- Deploying HSIN Exchange's Conceal/Reveal feature, which provides users with the ability to broaden the reach of their Requests for Information (RFIs) and allows greater collaboration and knowledge sharing by law enforcement, intelligence officers and other subject matter experts.

- Being honored by Government Computer News (GCN) for its Government Innovation Award, which recognized HSIN's migration to the GovCloud, allowing more flexibility and efficiency in system development and operation.

- Launching the Hurricane Response Room Template (HRRT), enabling agencies to quickly deploy HSIN Connect layouts that have a proven track record in streamlining emergency response operations. The HRRT allows interagency partners to immediately collaborate, identify needs and coordinate responses by avoiding set-up time for communications capabilities.

- Supporting hundreds of local, state and federal partners, including the DHS National Operations

Center (NOC), for hurricane preparedness and response operations for Hurricanes Michael, Barry and Dorian, among others. HSIN users included the U.S. Coast Guard, State National Guard units, fusion centers, city, county and state emergency management organizations, city and municipal police departments, private sector organizations, and Voluntary Organizations Active in Disasters (VOADs).

- Launching the HSIN Modernization Project, which will enhance functionality for users by simplifying data management and access, accelerating processes, and delivering improved performance in areas such as data search capabilities.

- Supporting the safety and security of 45,000 participants from 54 countries in the World Scout Jamboree. The venue encompassed 70,000 acres, and HSIN users included the West Virginia National Guard (WVNG), WV Intelligence Fusion Center, WV State Police, DHS Cybersecurity and Infrastructure Security Agency (CISA), Office of Intelligence and Analysis (I&A), the FBI, and the Department of Defense Northern Command (NORTHCOM).

- Assisting the U.S. Coast Guard and multiple partners for the Alaska Shield Exercise, which brought together federal, state and local agencies to prepare and plan for a coordinated response to incidents.

- Supporting safety and security throughout the two-week period leading up to the annual Kentucky Derby, which includes a series of high-profile events, with four that have a Special Event Assessment Rating (SEAR) of 3 and approximately 70 others that draw a collective attendance of more than one million people.

- Growing HSIN's presence and use among DHS and homeland security partners, expanding the HSIN user base from 111,000 to approximately 130,000 registered, active users; and via interoperability with federated partners, supporting another 400,000 frontline personnel across DHS and the homeland security enterprise.

As a program, HSIN brings together the people, processes and technology needed to enhance information sharing across the homeland security environment. With each passing year, HSIN's contributions to homeland security have expanded as more partners register for access and system enhancements are implemented.

129,073
registered HSIN users

81,256
average HSIN log ins per month

2,400+
mission-focused communities on HSIN

15,976
real-time information sharing sessions on HSIN Connect
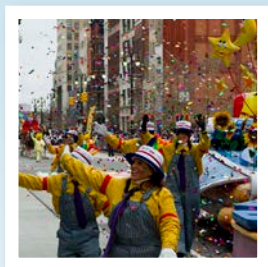
200+
events supported

28 sec
average speed-to-answer Help Desk calls

These values will be revisited in the FY20 report to demonstrate lifetime achievements of the HSIN program.

FY19 HSIN Engagements

october

november

- **Detroit Thanksgiving Day Parade**
- **HSIN Earns 2018 Government Innovation Award from GCN**
- **National Fusion Center Association Annual Training Event**
- **Breeders' Cup**

january
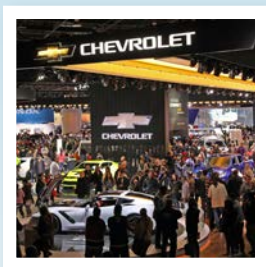
- **North American International Auto Show** 📅
- **Georgia's Gubernatorial Inauguration**
- **Maryland's Gubernatorial Inauguration** 📅
- **NFL Pro Bowl** 📅
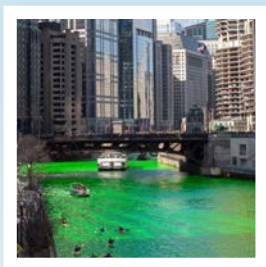
march

- **St. Patrick's Day Chicago**
- **Mardi Gras New Orleans** 📅
- **Mid-Eastern Athletic Conference Basketball Tournament**

- **MLB Playoffs in Houston** 📅

- **Marine Corps Marathon** 📅
- **Chicago Marathon** 📅

december

- **Army-Navy College Football Game** 📅
- **Orange Bowl Football Game**

february

- **State of the Union Address** 📅

- **Hurricane Michael**

- **St. Jude Marathon**
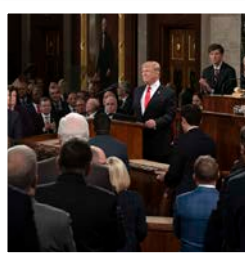
- **Super Bowl LIII in Atlanta** 📅

Color Key:
- 🟧 Daily Operations & Exercises
- 🟩 Incident Support
- 🟦 Planned Events
- 📅 Supported multiple consecutive years

Cyber Shield 19 Exercise 📅

Norfolk HarborFest 2019

2019 LPGA Championship

Lollapalooza 📅

🔄 HSIN

HSIN Exchange Rollout to High Intensity Drug Trafficking Areas
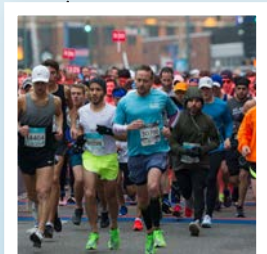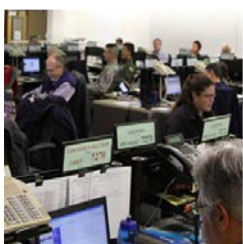

Alaska Shield 2019 Exercise
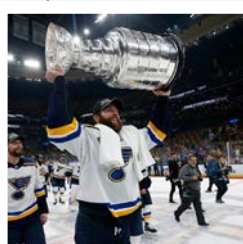
june

NHL Stanley Cup in Boston
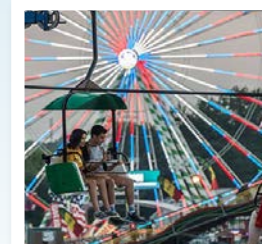
august

Wisconsin State Fair

Boston Marathon 📅

Sturgis Motorcycle Rally 📅

april

may

Kentucky Derby Events 📅

july

World Scout Jamboree 📅

september

United Nations General Assembly 74 📅

Indianapolis 500 📅

Hurricane Barry

NCAA® Final Four Championship Games 📅

Chicago Memorial Day Events

Independence Day Events in DC and Other Locations 📅

📅

Thunder Over Louisville

MLB All-Star Game 📅

Hurricane Dorian

Peachtree Road Race

Georgia Tech University and Atlanta Public High Schools Commencement Ceremonies

National Capital Region Cities Readiness Initiative
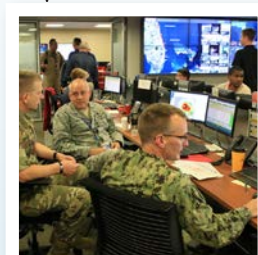
Brickyard 400 NASCAR® Race 📅

Strategic Goals and Accomplishments

To support the program's strategic development, HSIN uses a model of focused mission growth to set goals that prioritize the quality of the user experience while delivering value to partner organizations.

FY19 Objectives and Accomplishments

Achieve Growth

Achieve growth in service application and adoption, and presence in critical mission areas.

Objectives

- Strengthen and enhance relationships with existing HSIN users to create more recurring usage.
- Expand mission usage within DHS and external partners.

Accomplishments

- Registered HSIN users increased from 111,000+ to 129,000+.
- New FY19 initiatives include:
  - Rollout of HSIN Exchange to the High Intensity Drug Trafficking Areas (HIDTA) program.
  - Launch of 24/7 National Cyber Situational Awareness Room by the Cyber Intelligence Network comprising 550 cyber analysts and investigators across all 50 states.
  - Launch of the Unmanned Aircraft Systems (UAS) and Remote Sensing Community to support the safe integration of drones into the national airspace.

Build and Enhance Services

Strengthen internal business and management functions to more effectively and efficiently deliver services homeland security operators need to execute their mission.

Objectives

- Support other mission-critical DHS information sharing systems within the cloud.
- Work with federal partners to provide additional datasets and informational tools that advance the depth of information and insights available within HSIN.
- Streamline delivery of solutions to user communities.

Accomplishments

- Provided subject matter expertise and knowledge transfer on HSIN's migration to the cloud, which reduced system provisioning from months to minutes, reduced system patching time from 12 hours to three hours, and transformed incident resolution via automated tools that identify and resolve incidents often before users become aware of a problem.
- Supported DHS' Data Services Branch (DSB) in evaluating data-exchange processes and solutions to facilitate data sharing across DHS organizations.
- Developed and deployed the Hurricane Response Room Template, which allows agencies to quickly deploy HSIN Connect layouts that have a proven track record in streamlining emergency response operations, allowing interagency partners to immediately collaborate, identify needs and coordinate responses.

Strengthen Delivery

Enhance information sharing technology services offered to homeland security partners, while also developing and deploying new, innovative solutions aligned to achieve the Information Sharing Environment (ISE) mission.

Objectives

- Enhance customer engagement with all HSIN users by aligning with the Solutions Development Directorate (SDD) roadmap and HSIN's own product management strategy.

- Maintain sustainable growth by continuing to follow project management methodology when improving existing products.

- Promote the reuse of high-value, efficient solutions that can be quickly and cost effectively replicated across HSIN communities to meet their mission requirements.

- Continue to produce replicable models and use cases (such as cloud migration activities, school safety initiatives and gang intelligence databases) that benefit numerous partners and can be reused by multiple jurisdictions nationwide.

Accomplishments

- Organized the workforce to more effectively accomplish SDD roadmap and accelerate HSIN delivery of solutions to DHS and federal, state, local, tribal, territorial and private sector partners.

- Implemented monthly HSIN User Group sessions to encourage user participation in the design and upgrade of HSIN, providing users with the opportunity to provide input on HSIN enhancements and upgrades, which are then submitted to HSIN's Senior Leadership Team and Executive Steering Committee for evaluation.

- Developed a draft plan for migration to Government Resource for AWS Cloud Environment (GRACE) that addresses the risk of duplicative system support and incorporates lessons learned from prior migrations.

HSIN at a Glance

Every day, homeland security partners—ranging from counterterrorism personnel and cybersecurity analysts to school resource officers and first responders—rely on HSIN to support their missions. In FY19, HSIN continued meeting the needs of its users by providing reliable communications tools and outstanding user support.

HSIN is...

A User-Driven Program

A Trusted Platform

Interoperable and Mission-Based

Value of HSIN to Partners' Mission Success:

- Instantly communicate up-to-date, mission-critical information with other HSIN users
- Secure web conference function with other HSIN users allows for real-time collaboration
- Participate in online and in-person training courses on how to best use HSIN's resources
- Submit Requests for Information (RFIs) across the National Network of Fusion Centers and Terrorist Screening Center
- Use geospatial capabilities to rapidly visualize data and "hotspots" on maps
- Seamlessly collaborate with homeland security partners at a moment's notice

Methodology for Assessing Growth and Achievements

Each year, HSIN requests all users, from executive leadership to the boots on the ground, to participate in an online HSIN Annual Assessment. The assessment provides data on how HSIN is used to support operations and helps identify features and operations that need to be evaluated for change or enhancement. The results from the FY19 HSIN Annual Assessment, along with highlighted program metrics, are presented throughout this report.

Who are HSIN Users?

This year, approximately 130,000 users across various mission areas including cybersecurity, border security, law enforcement, intelligence, critical infrastructure, emergency management and public health used HSIN to help keep our nation safe and secure.

HSIN daily users include:

- Police officers and firefighters
- Counternarcotics agents
- Information officers, intelligence analysts and fusion center directors
- Cybersecurity analysts and cyber intelligence analysts
- School resource officers
- Homeland security advisors
- Emergency management directors
- Critical infrastructure planners and risk analysts
- Chemical, biological, radiological and nuclear (CBRN) analysts

40%
39%
15%

- Federal
- State, Local, Territorial
- Private Sector
- International (**2**%)
- Tribal (**1**%)
- Other (**3**%)
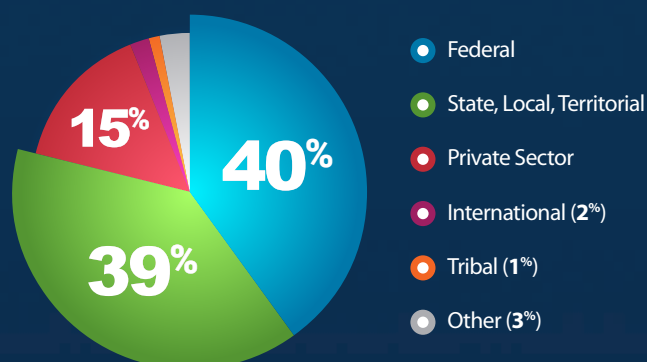
U.S. Customs and Border Protection

Office of Intelligence and Analysis

Homeland Security
Cybersecurity and Infrastructure Security Agency
Office of Infrastructure Protection
Office of Cybersecurity and Communications
Office of Cyber and Infrastructure Analysis

U.S. Immigration and Customs Enforcement

Transportation Security Administration

FEMA

UNITED STATES COAST GUARD

FEDERAL LAW ENFORCEMENT TRAINING CENTER
FLETC

TOTAL REGISTERED USERS

FY15	52,530
FY16	69,246
FY17	94,523
FY18	111,409
FY19	129,073

HSIN User Growth

Every year, HSIN increases information sharing capabilities and opportunities to meet new and existing user needs, which is a key programmatic goal. FY19 saw a **16 percent increase** in the HSIN user population, starting the fiscal year with 111,409 registered users and ending with 129,073 registered users.
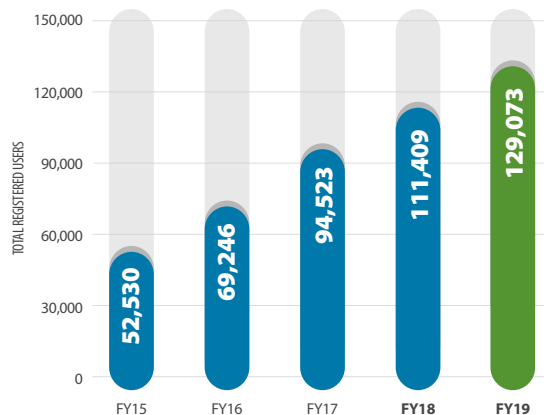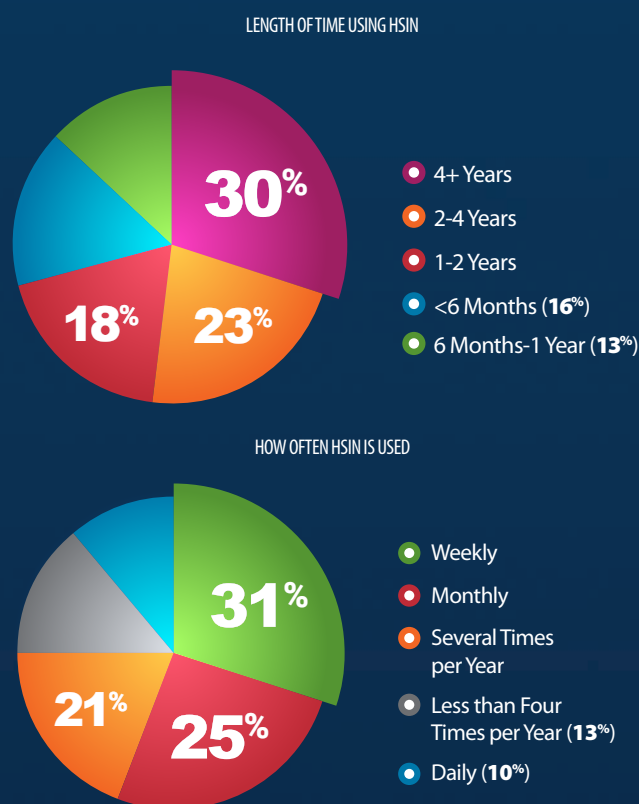
How is HSIN Used?

HSIN's ability to solve a variety of homeland security challenges has resulted in many long-term users. Of the total number of users surveyed, more than **71 percent** have been using HSIN for one year or more. Additionally, HSIN users frequently depend on the program's resources, as more than half of all HSIN users log in at least monthly, with **41 percent** logging on at least once each week.

In many cases, HSIN users apply the program's tools on a regular basis throughout the year. At **62 percent**, a majority of HSIN partners are using the platform for intelligence sharing. Other primary uses of HSIN include: incident response (**34 percent**), planning and coordination (**32 percent**), internal training (**28 percent**), exercise planning and management (**27 percent**) and investigative support (**19 percent**). The more HSIN is used on a daily basis, the more effective users become in applying the program's capabilities to their utmost potential in the event of an unplanned incident or other operation.

LENGTH OF TIME USING HSIN

- 4+ Years **30%**
- 2-4 Years **23%**
- 1-2 Years **18%**
- <6 Months (**16**%)
- 6 Months-1 Year (**13**%)

HOW OFTEN HSIN IS USED

- Weekly **31%**
- Monthly **25%**
- Several Times per Year **21%**
- Less than Four Times per Year (**13**%)
- Daily (**10**%)

Customer Satisfaction

HSIN is committed to continuous support of the operational needs of its customers and improving the user experience year-over-year. In FY19, a remarkable **92 percent** of respondents reported that HSIN supported their operational needs satisfactorily or better.

In terms of overall satisfaction with HSIN's support of their homeland security mission, an overwhelming majority of respondents, at **93 percent**, reported that they were either satisfied or very satisfied with HSIN's support of their homeland security mission.

Operational Support

HSIN provides expertise, support and access to resources that allow homeland security personnel to more efficiently and effectively do their jobs. HSIN Mission Advocates are information sharing subject matter experts who have the experience to help users apply HSIN to its fullest potential across the Homeland Security Enterprise (HSE). The HSE extends far beyond DHS and includes the many departments and agencies that contribute to the homeland security mission.

A key part of strengthening the HSE involves working directly with state and local law enforcement, community-based organizations, private sector and international partners, which is where HSIN Mission Advocates operate. Of survey respondents who have interacted with a Mission Advocate, 64 percent report that their Mission Advocate's performance was either "outstanding" or "above satisfactory;" **99 percent** rated their Mission Advocate's performance as "satisfactory" or higher.

HSIN Mission Advocates are:

- **Information integrators** who work with organizations to understand their operational needs, identify potential risks, determine how to mitigate them and help deploy appropriate resources needed to fulfill the mission.

- **Business consultants** who leverage lessons learned from supporting hundreds of homeland security and other public safety missions to provide onsite and online support as well as optimized solutions for missions.

- **Trusted advisors** who work with agency leadership, mission operators, their stakeholders and users across the country to support interagency collaboration and strategic and tactical operations; they also work to engage stakeholders and develop meaningful relationships that foster greater collaboration across the HSE.

99% of users rate HSIN Mission Advocate performance as satisfactory or higher

Supporting Daily Operations

HSIN provides a common operational picture and immediate situational awareness that improves decision making in daily operations. In response to the FY19 HSIN Annual assessment, **33 percent** of users surveyed said they used HSIN mostly for daily operations. Around the country, HSIN helps keep communities safe by supporting police, fire, health professionals and other community partners.

Securing the Border

Operation Stonegarden

HSIN facilitates collaborative border security efforts among U.S. Customs and Border Protection, U.S. Border Patrol and over 650 law enforcement agencies spanning approximately 20 states and two territories. Non-federal partners involved in Operation Stonegarden (OPSG) include city and municipal police departments, county sheriff offices, constables, tribal police agencies, state police agencies including parks and wildlife departments, and U.S. territorial agencies. OPSG facilitates the collaborative oversight, accountability, funding and operational support for over $285 million of OPSG grant funding and more than 700 active individual border security operations.

Five Eyes Law Enforcement Group

Internationally, U.S. Immigration and Customs Enforcement and the FBI established the Five Eyes Law Enforcement Group on HSIN to facilitate collaboration among intelligence officials in the U.S., the United Kingdom, Canada, Australia and New Zealand at the Sensitive But Unclassified (SBU) level.

Bolstering Cybersecurity

NFCA 24/7 National Cyber Situational Awareness Room

In FY19, the National Fusion Center Association (NFCA) launched its 24/7 National Cyber Situational Awareness Room (SitRoom) on HSIN. More than 80 government agencies participate in the CIN, which supports approximately 550 users who exchange information on incidents and indicators of compromise. Using HSIN Connect to host the room, CIN members freely and rapidly exchange cyber intelligence to coordinate operations.

"We leverage HSIN for real-time communications to share and analyze raw data such as network indicators generated by automated tools and we develop plans to prevent the next incident from occurring," said Lance Larson, Co-Chair of the CIN and investigator assigned to the Orange County Intelligence Assessment Center. "During a recent incident involving a school threat we changed the configuration of the HSIN Connect room on the fly to accommodate the incoming information. The team started to collect IP addresses that were sending emails and one analyst was able to identify the sender of the threat."

The 24/7 SitRoom is uniquely situated to communicate state and local cyber threats to the National Cybersecurity and Communications Integration Center (NCCIC), and NCCIC uses the SitRoom to share information identified at the federal level that state and local organizations need for analysis and response.

> **"** HSIN was a natural choice for the United States Border Patrol's operational oversight, collaboration and management of the Operation Stonegarden program.
>
> **Maurice Gill**, Associate Chief, U.S. Border Patrol Headquarters Law Enforcement Operations Directorate-Liaison Division
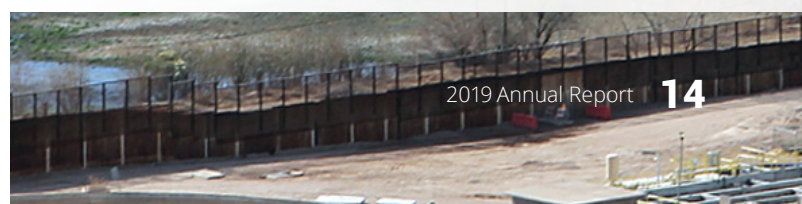
Intercepting Illegal Drugs

High Intensity Drug Trafficking Areas (HIDTA) Program

According to the U.S. Centers for Disease Control and Prevention (CDC), the nation is facing an opioid epidemic. Twenty years ago, approximately 1,000 people died from opioid overdoses each year, but today that number is 1,800 every two weeks. HSIN supports numerous programs that are making significant strides in intercepting illegal drugs and supporting public health.

In FY19, HSIN Exchange rolled out to the High Intensity Drug Trafficking Areas (HIDTA) program, which aids federal, state and local law enforcement agencies operating in areas determined to be critical drug-trafficking regions in the U.S. The HIDTA program uses a Domestic Highway Enforcement strategy to disrupt the movement of illegal drugs along U.S. transportation corridors. There are currently 29 HIDTAs that include approximately 20 percent of all counties in the nation and 67 percent of the U.S. population.

By providing a single point-of-service for all RFIs, HSIN Exchange allows partners to more efficiently share sensitive information across state lines and other jurisdictions. As a result, HIDTA operations are benefiting from greater collaboration and knowledge sharing among law enforcement, intelligence officers and other subject matter experts who can provide support in analysis and response operations.

Memphis Border Enforcement Security Task Force

The DHS Memphis Border Enforcement Security Task Force (BEST) is a joint U.S. Immigration and Customs Enforcement and U.S. Customs and Border Protection (CBP) initiative. Partners use HSIN to share investigatory information pertaining to individuals who ship and receive fentanyl and other illegal drugs, including information on the shippers and receivers themselves, as well as transshipment points.

HSIN allows partners to upload seizure information into a central location. Agents then update the data to reflect the investigative actions taken on specific seizures, which helps deconflict and streamline operations among federal, state and local agencies. Since January 2017, data on more than 8,000 seizures has been uploaded into HSIN and shared with CBP, Homeland Security Investigations (HSI), U.S. Food and Drug Administration, and state and local partners, which increases the effectiveness of operations designed to identify, investigate, disrupt and dismantle criminal activities related to the opioid epidemic.

> " Over the last five years, HSIN has completely changed how the Domestic Highway Enforcement initiative has operated.
>
> **Mike Snyders**
> DHE Coordinator, National HIDTA Assistance Center

New Jersey Drug Monitoring Initiative

The New Jersey Drug Monitoring Initiative (DMI) is a multi-jurisdictional, multi-state drug-incident information sharing environment that uses HSIN to collect and analyze data related to drug seizures, overdoses, related criminal behavior and associated healthcare services. By leveraging data from multiple sources, the DMI provides valuable insight into factors outside of traditional law enforcement consideration. For example, toxicology reports and criminal forensic lab data are scrutinized to help identify the presence, prevalence and trends of different drugs causing the biggest impacts.

"We have hundreds of multifaceted users, spanning across numerous states, that represent domains such as forensic crime analysis, medical examination and toxicology, law enforcement and healthcare," said Lt. Jason Piotrowski, New Jersey State Police. "The DMI community on HSIN provides all of these individuals with greater situational awareness and insight into national drug trends, which ultimately allows them to better understand the state's and their local drug environments."

Preventing Terrorism

New Functionality for HSIN Exchange

All fusion centers and the Terrorist Screening Center use HSIN Exchange to issue and respond to requests for information (RFIs). A new Conceal/Reveal feature released in FY19 provides HSIN Exchange users with the ability to make their RFIs discoverable by other partners, broadening their ability to receive actionable information. The revealed RFI allows greater collaboration and knowledge sharing among additional law enforcement, intelligence officers and other subject matter experts who can opt-in to provide vital support in analysis and response.

Joint Counterterrorism Assessment Team (JCAT)

HSIN's contributions to preventing terrorism are also exemplified by the JCAT "First Responder Toolbox," which provides unclassified information to public safety officials to help deter, prevent, disrupt and respond to terrorist attacks. JCAT is a collaboration by the FBI, DHS and National Counterterrorism Center, and works with other members of the Intelligence Community to research, produce and disseminate counterterrorism intelligence products to law enforcement, emergency services and other mission partners.

Combating Criminal Gangs

According to the FBI, more than 30,000 violent gangs are active in the U.S. In the State of Georgia alone, a 2018 survey estimated more than 71,000 criminal street gang members and associates, and nearly 1,600 gangs or gang subsets were operating in the state. Of the 159 counties in Georgia, 157 had documented gang activity and 155 reported gang activity in the local school system. To address the statewide problem, the Georgia Bureau of Investigation (GBI) teamed up with the Georgia Information Sharing and Analysis Center (GISAC) to develop strategies and implement solutions. Using HSIN, the GBI and GISAC have empowered law enforcement agencies across the state to engage with one another on gang issues and cases.

" The GBI and GISAC worked with HSIN to develop the Georgia Gang Intelligence Community to engage all law enforcement agencies statewide and allow them to maximize the effectiveness of their limited resources.

Michael Polynice
HSIN Coordinator for the Georgia Emergency Management and Homeland Security Agency (GEMA/HS) and the Georgia Information Sharing and Analysis Center (GISAC)

Supporting Planned Events and Exercises

HSIN allows interagency and cross-jurisdictional partners to seamlessly collaborate to maintain security at special events and conduct exercises essential for planning and preparedness. With HSIN, personnel can quickly set up a web-based command center to share real-time video, intelligence products and other information. Of the users surveyed this year, **34 percent** used HSIN to support a planned event or exercise. **Seventy-six percent** of users who had the need to collaborate across geographic and jurisdictional boundaries reported that HSIN helped them meet this goal.

Maintaining Security at Events

In FY19, partners used HSIN to support safety and security at events including the President's State of the Union Address, the NFL Super Bowl, the United Nations General Assembly, and major Independence Day celebrations. Other high-profile events benefiting from HSIN support include the Boston Marathon, Indianapolis 500, NCAA Final Four, Kentucky Derby and the World Scout Jamboree (WSJ).

HSIN's versatility and scalability are reflected by supporting events such as the 2019 WSJ. The event drew 45,000 participants from 54 countries, and the venue, which typically encompasses over 10,000 acres in West Virginia, expanded to adjacent wilderness for the Jamboree program to include 70,000 acres. The wide spectrum of agencies using HSIN illustrates the value HSIN brings to operations such as the WSJ and other high-profile events.

State, local and private sector partners using HSIN included the West Virginia National Guard (WVNG), WV Intelligence Fusion Center, WV State Police, County Sheriff Departments, County Emergency Managers, 911 Centers and the World Organization of Scouting. Federal partners included the DHS Cybersecurity and Infrastructure Security Agency (CISA), Office of Intelligence and Analysis (I&A), Transportation Security Administration (TSA), the FBI, Department of Defense Northern Command (NORTHCOM) and the National Park Service.

76%
of users say HSIN helped collaboration across agencies and jurisdictions

Safely Integrating Drones Into Operations

In FY19, the Unmanned Aircraft Systems and Remote Sensing (UAS&RS) community was launched on HSIN to assist partners in safely integrating drones into the national airspace. Whether the operation involves monitoring crowds during special events, facilitating search-and-rescue in response to natural disasters or patrolling the borders, the use of unmanned aircraft systems (UAS), or drones, by public safety personnel is on the rise. According to a 2019 survey conducted by the American Association of State Highway and Transportation Officials, 36 out of 50 State Departments of Transportation (DOTs) are funding programs to operate UAS vehicles.

"The purpose of the UAS&RS community is to provide a secure, online information storage and sharing platform to facilitate interagency collaboration and coordination. The UAS&RS community on HSIN has areas dedicated to best practices, system hardware, system software, lessons learned and requests for information.

Michael Polynice
HSIN Coordinator for the Georgia Emergency Management and Homeland Security Agency (GEMA/HS) and the Georgia Information Sharing and Analysis Center (GISAC)

Supporting Major Exercises

NCR Cities Readiness Initiative

In the full-scale FY19 Capital Fortitude exercise, health and public safety officials used HSIN to facilitate collaboration among partners from Maryland, District of Columbia, Virginia, West Virginia, the U.S. Centers for Disease Control and Prevention (CDC) and the U.S. Department of Health and Human Services. Emergency management, law enforcement and public information officers were among those involved in the exercise, which was designed to evaluate how area governments would respond to a biological attack, including their ability to dispense medication quickly.

The exercise was part of the CDC's Public Health Emergency Preparedness (PHEP) Cooperative Agreement, which requires certain Metropolitan Statistical Areas (MSAs) across the country to conduct full-scale exercises to test their response to large public health emergencies needing life-saving medicines and medical supplies.

The exercise planning team in the National Capital Region (NCR) used HSIN as the primary information sharing platform to facilitate collaboration among local, state and federal partners in the four-state vicinity. The Capital Fortitude exercise involved more than 20 jurisdictions in the NCR. Jurisdictions participating in the exercise tested their bio-detection and early warning systems as well as coordination and communications processes. Each jurisdiction also opened simulated medication dispensing sites, known as Points of Dispensing, or PODs, to measure the effectiveness of their systems in response to an emergency such as an anthrax attack.

Cyber Shield 19 Brings Together Defense, Industry and Academia

HSIN's long-term support for the annual Cyber Shield exercise plays an integral role in fostering engagement among partners to prepare for disruptive or destructive cyberattacks. As the nation's largest unclassified cyber defense training exercise, Cyber Shield provides participants with valuable experience in cyber protection best practices and knowledge about industry network infrastructure. Military and other public-sector personnel teamed with private sector participants for the FY19 event at Camp Atterbury, Indiana.

Over 850 participants used HSIN for the exercise, including State National Guards from about 40 states, multiple fusion centers and metropolitan law enforcement agencies, and more than 20 organizations representing industry and academia. The Army National Guard has used HSIN since 2014 to manage the administration and common operating picture for the exercise.

"HSIN's support for Cyber Shield helps the nation develop an agile force that can more quickly respond to cybersecurity challenges," said North Carolina Army National Guard Lt. Col. Robbie Felicio, Deputy Commander of Cyber Shield 19. "The skills and knowledge gained during Cyber Shield, plus the experience of working with industry and academia, facilitates public-private sector collaboration and increases cybersecurity nationwide."

> " Using HSIN's capability to share data and live video streams via mobile devices, I was able to monitor the situational status of both events on my mobile device from a remote location while coordinating another event in my area.

Mark Sanderson
Director, North Texas Fusion Center
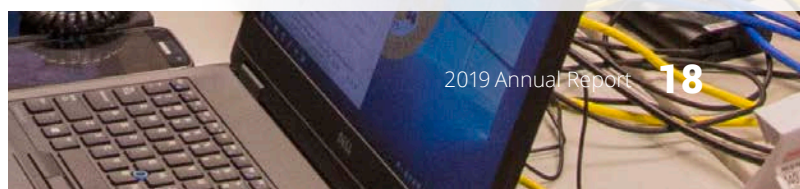
Supporting Emergencies and Incident Response

HSIN allows public safety personnel to collaborate in real-time when responding to active shooters, terrorist attacks and other incidents such as hurricanes, floods, tornadoes, wildfires and other natural disasters. HSIN also equips law enforcement, school officials and first responders with the resources needed to keep schools safer prior to potential active shooter incidents.

Partners using HSIN for emergencies and incident response are often the same officials who use HSIN for daily operations and planned events, and this long-term experience using HSIN increases the effectiveness of operations when every second counts. **Thirty-one percent** of users surveyed said HSIN helped them prevent or respond to potential threats or incidents. Approximately **70 percent** of those who identified the need to communicate and collaborate during incident or emergency response said HSIN helped them meet this goal.

Active Shooter Incidents

By eliminating the gaps between incompatible communications systems, partners across all jurisdictions and geographic locations can quickly collaborate to share information, mitigate risks and make decisions based on up-to-the-minute information. During FY19, active shooter incidents in Dayton, OH, El Paso, TX, Gilroy, CA, and Virginia Beach, VA, public safety partners used HSIN to share vetted, accurate data such as types of devices or weapons used and information about suspects and casualty counts, all of which help deconflict operations and dispel erroneous open media reports.

HSIN delivers unprecedented situational awareness and a trusted network that allows officials to confidently share sensitive data in support of diverse missions. HSIN is making an impact by supporting partners in areas such as school safety, law enforcement, emergency management, and intelligence gathering and analysis. In the FY19 HSIN Annual Assessment, **73 percent** of those who needed to prevent or respond to potential criminal threats or critical incidents said HSIN helped them meet this goal.

Keeping Schools Safe

The State of Georgia's school safety community on HSIN is a model for deployment nationwide. The initiative bridges communication gaps across 539 cities and 2,300 school facilities by providing a central location to share school safety and intelligence information. Georgia uses HSIN to provide a single source of information that is used to share school safety information such as "be on the lookout" (BOLO) reports, information about active shooter incidents, threat assessments and school safety plans.

The Georgia school safety community also worked with HSIN Mission Advocates to create an i-Track School Safety tool, which is an event and lead management system that standardizes the data submission process and allows multiple agencies to work together on cases and incidents. Georgia law enforcement personnel such as college campus police and school safety coordinators/school resource officers use i-Track to share information, spot trends across the state and maintain situational awareness.

> "HSIN provided the Hamilton County Emergency Operations Center the ability to monitor activities and maintain an event log as situations happened.

Tony Reavley, Director of Emergency Services and Homeland Security for Hamilton County

Severe Weather and Emergency Preparedness

HSIN provides the essential resources needed to prepare for and quickly respond to a disaster at a moment's notice. Emergency management and other public safety officials rely on HSIN to prepare risk mitigation strategies, use collaboration spaces, and facilitate interagency and public-private sector coordination.

During severe weather events and other natural disasters, HSIN helps ensure continuity of operations by providing access to vital information for partner agencies even when other forms of communication fail. Regardless of users' location, HSIN provides access to key resources and makes it possible to communicate with public safety partners in real time. In a typical scenario, local officials use HSIN to quickly coordinate efforts in their communities while maintaining broader situational awareness across a larger region.

Response to Hurricanes Michael, Barry and Dorian

Hurricanes Michael, Barry and Dorian were among the major weather events in FY19 where partners relied on HSIN for emergency response operations. In addition to the DHS National Operations Center, U.S. Coast Guard and State National Guard units, other partners using HSIN for support included fusion center personnel, city, county and state emergency management organizations, city and municipal police departments, and private sector organizations.

The HSIN Emergency Services community provides support and resources to emergency responders and officials as they prepare for a severe weather event, including access to situation reports and public health bulletins. The community also provides a key resource for situational awareness information during all types of emergency response operations.

31%

of users say HSIN helped them prevent or respond to potential threats or incidents

> "HSIN has proven so successful in our hurricane response operations that we're planning on expanding the HSIN common operating picture to support our subordinate units.

Charles Magnus
Joint Operation Center Chief
Florida National Guard
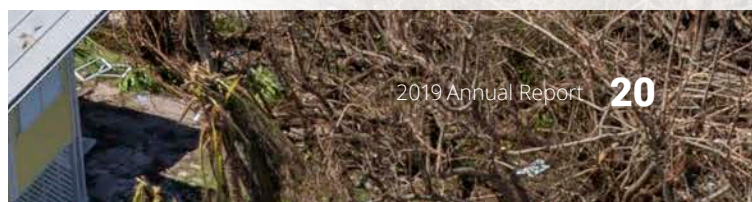
Operational Enhancements

By working closely with users to identify needs and develop solutions that meet their mission requirements, HSIN delivers mission-focused solutions that directly support partner operations. The program continues to enhance HSIN with greater capabilities and integrate new tools to streamline access to information. Enhancements delivered in FY19 allowed agencies across all levels of government and the private sector to improve their operational processes.

HSIN Exchange Conceal/Reveal Feature

Law enforcement and intelligence professionals across the nation are constantly looking for new and more efficient ways of doing their jobs to help protect the nation. A key part of their work involves sharing critical information through requests for information (RFIs) on HSIN Exchange. By standardizing the RFI process—which previously differed across state lines in terms of processes, forms and approvals—HSIN Exchange makes an unprecedented contribution to public safety and security.

In FY19, a new Conceal/Reveal feature was implemented, which allows officials to reveal their RFIs and broaden their reach to request information. Previously, all RFIs were "concealed," meaning the RFIs were visible only to the originator and selected responders. HSIN Exchange users can now opt-in to view a revealed RFI, which facilitates greater collaboration and knowledge sharing among law enforcement, intelligence officers and other subject matter experts.

40,256
RFIs submitted on HSIN Exchange in FY19

Hurricane Response Room Template

HSIN launched the Hurricane Response Room Template (HRRT) for HSIN Connect in FY19, which allows partners to rapidly address preparedness, response and recovery activities related to hurricanes and all types of severe weather. Over the years, HSIN has dramatically streamlined emergency operations, and to bring these best practices to the entire HSIN community, the HSIN Outreach team developed the HRRT. The template allows quick setup of three standard layouts that have a proven track record for accelerating and streamlining operational processes:

- SitRoom (Situational Awareness Room) Layout
- Briefing Room Layout
- National Weather Feed Layout

When the HSIN Connect meeting host chooses one of the three layouts, the new display appears on all attendees' screens. Additionally, the host can use a "Prepare Mode" to edit layouts without immediately changing the attendee view. The default SitRoom Layout displays pods for commonly used types of information such as:

- Local Weather Feed
- Camera Feed
- Shared Webcam Feed
- Reference Documents
- Displaced Citizens
- Points of Contact
- Attendee List

With the HRRT, partners have greater capabilities to maintain situational awareness, protect lives, prevent injuries and avoid catastrophic losses to property.

HSIN Modernization Project Kickoff

The HSIN Modernization Project will enhance functionality for users by simplifying data management and access, accelerating processes, and delivering improved performance in areas such as data search capabilities. As a user-driven program, monthly HSIN User Group (HUG) meetings began in April to offer users the opportunity to provide input on HSIN enhancements and upgrades, which helps ensure the program continues to meet the information sharing needs of all users.

Monthly HUG meetings on different topics addressed individual areas of HSIN's functionality and resources, and recommendations from the sessions were captured to be provided to HSIN's Senior Leadership Team and Executive Steering Committee. The HSIN Modernization Project will be completed in FY20.

GCN Innovation Award for Cloud Implementation

In FY19, HSIN was honored to receive GCN's Government Innovation Award, which recognized HSIN's migration to the GovCloud, allowing more flexibility and efficiency in system development and operation. Moving to the cloud transformed HSIN's IT infrastructure, reducing system provisioning from months to minutes and reducing system patching time from 12 hours to three hours. The environment also transformed incident resolution via automated tools, enabling IT system incidents to be identified and resolved before users become aware of a problem.

Government Innovation Awards

Interagency and Private Sector Partnerships

By allowing seamless collaboration across interagency and private sector partners, HSIN enhances homeland security operations in an unprecedented manner. Infrastructure owners and operators are typically private sector enterprises involved in energy, manufacturing, telecommunications, financial services, and food and agriculture. Other private sector partners are involved in commercial security organizations, non-profit groups and a variety of volunteer organizations that spring into action to support disaster relief. With HSIN, all partners can communicate and collaborate to achieve shared goals, and working together, the entire country benefits from greater security and resiliency.

HSIN Use Within DHS

Since 2006, HSIN has been the designated DHS solution for sharing Sensitive But Unclassified (SBU) information and intelligence within DHS and all of its partners, and thousands of DHS users trust HSIN's reliable and fast access in support of mission success. HSIN plays an integral role in supporting DHS in areas such as preventing terrorism, strengthening cybersecurity, securing the border, intercepting illegal drugs, combating criminal gangs, keeping schools safe and maintaining security at events.

Some of the DHS organizations that use HSIN for daily operations, planned events and incident response include the Office of Intelligence and Analysis (I&A), Cybersecurity and Infrastructure Security Agency (CISA), Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE), Federal Emergency Management Agency (FEMA), Transportation Security Administration (TSA), U.S. Coast Guard and the DHS National Operations Center.

Vermont Intelligence Center Streamlines Operations with HSIN

The Vermont Intelligence Center (VIC) has been using HSIN for ten years, and the value HSIN provides in supporting daily operations and incident response has become increasingly important over that time. Since 2012, the VIC has used a HSIN-based records management system (RMS) to track all incoming requests, which have grown to more than 5,000 annually over the past six years.

The Vermont Department of Public Safety is the designated clearinghouse for all missing persons in the state, and the VIC has maintained an active missing persons database in HSIN for the past two years. The database has directly affected the outcome of missing person cases and has allowed the VIC to provide a comprehensive report on all missing persons in the state. On average, the VIC

handles more than 500 missing person requests per year. Having a centralized database to monitor cases, provide updates, and highlight tasks allows analysts and leadership to stay on task with the cases, conduct timely follow-up calls and ensure cases are not forgotten.

Monitoring Live Video Via HSIN Supports Safety and Security at Chicago Events

The Chicago Police Department has been using HSIN since 2015 to support public safety operations for large events. Over the years, the Chicago PD and Chicago Crime Prevention and Information Center (CPIC) have expanded use of HSIN to include events such as the Chicago Marathon, Independence Day celebrations, Lollapalooza, the NFL Draft and MLB World Series.

For all special events in Chicago, CPIC deploys HSIN Connect to their public safety partners to allow seamless interagency coordination. By simultaneously sharing and accessing information via HSIN, all partners can operate as a cohesive team to make informed decisions on the most effective use of available resources. For example, during the Chicago Marathon, CPIC uses HSIN to provide a central point of interaction. Officials can monitor information and see every mile of the race course via video feeds to support crowd control, medical services and safety for runners and spectators.

MEMA and Interagency Partners Rely on HSIN for Maryland Gubernatorial Inauguration

The Maryland Emergency Management Agency (MEMA) and numerous partners relied on HSIN to support safety and security during gubernatorial inauguration ceremonies at the Maryland State House. Federal, state and local agencies used HSIN to streamline and centralize real-time information sharing during the event. Prior to the event, MEMA used HSIN to coordinate planning sessions among 50 personnel across approximately 15 agencies.

Illustrating HSIN's role in facilitating interagency collaboration, partners using HSIN for the inauguration included the Maryland State Police; Maryland National Guard; Maryland Coordination and Analysis Center; Maryland Military Department;

Maryland Departments of Natural Resources, Human Services, and Health; Governor's Office of Homeland Security; Anne Arundel County Office of Emergency Management; Anne Arundel County Department of Health; Annapolis Office of Emergency Management; American Red Cross; U.S. Coast Guard; and DHS.

Georgia "One DHS" Community

Since its formation in 2002, DHS recognized the importance of strengthening collaboration between and among its component agencies to optimize the Department's efficiency and effectiveness. At the field level, however, there were several challenges. Due to mission demands, component field offices are in a variety of different locations and are responsible for different geographic regions. Field personnel did not have a common information technology solution for sharing and discovering Sensitive But Unclassified (SBU) information between all the components.

In response to these challenges, DHS component field personnel in Georgia leveraged their working relationships and support from their respective senior field leaders to develop the "One DHS" Georgia community on HSIN. It is the first HSIN community in the nation to support field-level collaboration specifically between DHS components and it serves as a model for similar efforts across the country.

> " HSIN is the only platform out there that permits interagency relationship building and further enhances communications across many sectors of government and non-government entities.
>
> **Major General James Hoyer**
> Adjutant General, West Virginia National Guard
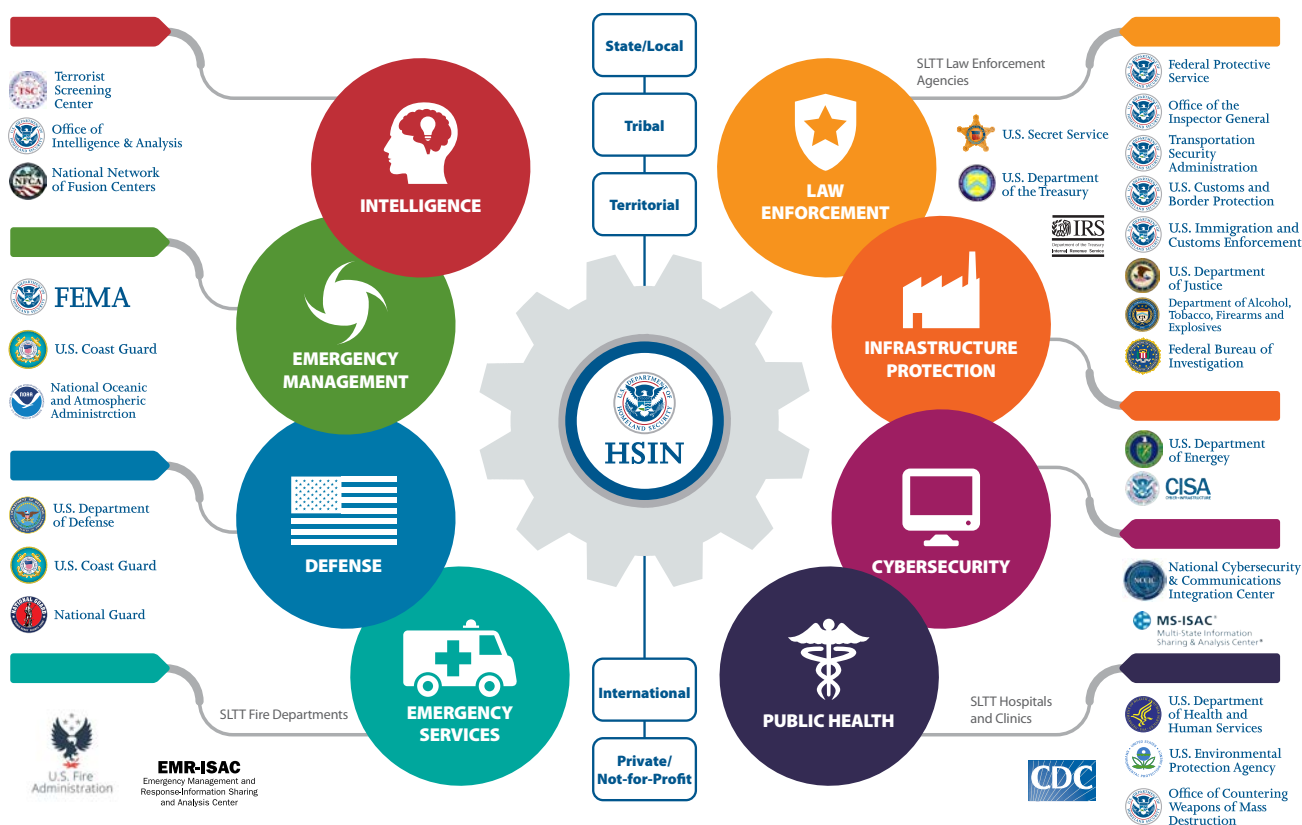
Government Agencies Using HSIN

Government agencies rely on HSIN for a wide variety of missions including intelligence, law enforcement, emergency management, infrastructure protection, cybersecurity, defense and public health. As FY19 came to a close, 101,997 HSIN users were members of government agencies, representing 79 percent of the 129,073 total registered HSIN users. HSIN federated accounts numbered 24,032, bringing the total number of government users to 126,029.

Federation is a HSIN initiative that facilitates information sharing among partner systems. Federated partners have the ability to seamlessly navigate between their systems and HSIN through verified identity credentials (User ID, Password, PIN).

The single sign-on allows users to manage a single set of credentials to securely sign on to partner networks.

Commenting about the value of federation to the El Paso Intelligence Center (EPIC), Mike Snyders, National Coordinator for Domestic Highway Enforcement at the High Intensity Drug Trafficking Area Assistance Center said, "With this partnership, we will continue to use HSIN to access and share national trend information, but now we have the ability to seamlessly move into EPIC when we need specific case information. Anything that makes our job easier is a good thing and this partnership does just that."

Representative Sample of Government Missions and Agencies Using HSIN

State/Local

Tribal

Territorial

International

Private/Not-for-Profit

HSIN

INTELLIGENCE
- Terrorist Screening Center
- Office of Intelligence & Analysis
- National Network of Fusion Centers

EMERGENCY MANAGEMENT
- FEMA
- U.S. Coast Guard
- National Oceanic and Atmospheric Administrction

DEFENSE
- U.S. Department of Defense
- U.S. Coast Guard
- National Guard

EMERGENCY SERVICES
- SLTT Fire Departments
- U.S. Fire Administration
- EMR-ISAC Emergency Management and Response-Information Sharing and Analysis Center

LAW ENFORCEMENT
- SLTT Law Enforcement Agencies
- U.S. Secret Service
- U.S. Department of the Treasury
- IRS

INFRASTRUCTURE PROTECTION
- Federal Protective Service
- Office of the Inspector General
- Transportation Security Administration
- U.S. Customs and Border Protection
- U.S. Immigration and Customs Enforcement
- U.S. Department of Justice
- Department of Alcohol, Tobacco, Firearms and Explosives
- Federal Bureau of Investigation

CYBERSECURITY
- U.S. Department of Energey
- CISA
- National Cybersecurity & Communications Integration Center
- MS-ISAC Multi-State Information Sharing & Analysis Center

PUBLIC HEALTH
- SLTT Hospitals and Clinics
- U.S. Department of Health and Human Services
- U.S. Environmental Protection Agency
- Office of Countering Weapons of Mass Destruction
- CDC

Federated Partners

Regional Information Sharing Systems (RISSNet) • El Paso Intelligence Center (EPIC) • Infrastructure Protection (IP) Gateway
Special Event Assessment Rating (SEAR) • Technical Resource for Incident Prevention (TRIP*wire*)
Geospatial Management Office (GMO) Geospatial Information Infrastructure (GII)
GMO Common Operating Picture (COP) • Training and Academy Management System (TAMS)
Integrated Maritime Domain Enterprise-Coastal Surveillance System (IMDE-CSS)
National Cybersecurity Protection System-Cyber Indicators Repository (NCPS-CIR)

Private Sector Partnerships

Of the users surveyed in this year's HSIN Annual Assessment, private sector partners make up nearly 15 percent of HSIN users and include critical infrastructure planners and risk analysts, information officers and private security officers. HSIN provides an environment for public and private partners to come together, collaborate and maintain situational awareness without compromising the security of their organization's local network.

Critical Infrastructure

Using HSIN, the DHS Office of Intelligence and Analysis and other agencies can share actionable intelligence products with private sector partners. Members of the HSIN Critical Infrastructure (HSIN-CI) community collaborate in a diverse range of mission areas including critical infrastructure security and resilience, event security, cybersecurity, and emergency preparedness and response. Increased public-private sector information sharing within the HSIN community supports greater overall security across the country as commercial enterprises work together with government agencies on shared goals.

DHS has designated HSIN-CI as its primary information sharing platform between fusion centers and the critical infrastructure sectors. HSIN-CI works with fusion centers to integrate locally based critical infrastructure enterprises into the HSIN-CI community, which connects local partners to the large existing network of national critical infrastructure owners and operators. Combining national, regional and local critical infrastructure information enhances infrastructure protection and resilience via the sharing of bulletins, alerts and analysis that is specific to individual sectors.

HSIN-CI supports users in sectors that include transportation (air, rail, public transit, maritime, postal shipping and highways), healthcare, the defense industrial base, chemical, telecommunications, financial services, energy, and food and agriculture. Through HSIN-CI, users can:

- Receive, submit and discuss timely, accurate and actionable information
- Maintain a direct, trusted channel with DHS and other vetted sector stakeholders
- Communicate risk information pertaining to threats, vulnerabilities, and response and recovery activities affecting cross-sector and sector-specific operations

HSIN's ability to provide a seamless flow of SBU information between public and private sectors allows partners to apply greater multidisciplinary expertise to public safety operations. For example, commercial security, law enforcement and emergency management partners collaborate on mitigating risks related to vulnerabilities in the energy industry through the Energy Sector Analyst Roundtable on HSIN.

> " Having one centralized point [HSIN] to disseminate information made communications concise and consistent across all of the public safety entities, which ranged from local to state to federal and even civilian organizations.
>
> **Captain Martin Schulteis**
> Deputy Incident Commander for the Washington County Sheriff's Office

With the private sector owning and operating 85 percent of the infrastructure deemed critical to the nation's physical and economic security, the continuous exchange of information between government and commercial enterprises is vital for effective emergency preparedness and response. The growth of HSIN communities facilitates these activities and directly improves risk mitigation, incident planning and resiliency building.

Commercial Security Organizations

HSIN communities such as the Minneapolis Downtown Security Executive Group (DSEG) and ChicagoFIRST illustrate how HSIN is expanding collaboration across commercial enterprises and federal, state, local, tribal and territorial partners.

DSEG works with private sector firms to share live video from commercial businesses' security cameras, providing a more comprehensive operating picture and greater situational awareness in the downtown area. Using HSIN, the private-sector partners play a logistical support role for first responders and other public safety personnel during daily operations, major sporting events and unplanned incidents.

In Chicago, over 30 critical infrastructure and other key resource firms combine with 27 strategic partners from the public and private sectors in the ChicagoFIRST community. The team relies on HSIN to share information among businesses and public sector partners. Members of the ChicagoFIRST community address risk management issues that affect member firms, and they are involved in activities such as testing emergency response plans for cybersecurity, physical security, and business continuity in the event of a disaster. DHS, the U.S. Department of the Treasury and U.S. Congress have all identified ChicagoFIRST as a model for public-private sector partnerships.

Non-Profit Organizations

When disasters strike, many community groups, non-governmental organizations (NGOs) and other private sector groups seek to help during these times of need. Voluntary Agency Liaisons (VALs) from the Federal Emergency Management Agency (FEMA) play key roles in maximizing the effectiveness and efficiency of volunteer efforts. VALs have been using HSIN for

more than five years to train and share information with partners such as Volunteer Organizations Active in Disasters (VOADs). In FY19, VALs began using HSIN for real-time management and coordination of VOAD support in response to disasters such as hurricanes.

HSIN Mission Advocates worked with VALs to develop a pre-configured HSIN Connect template that can be quickly deployed in support of disasters whenever and wherever they may occur. The template streamlines VOAD management and coordination, which accelerates response times, improves efficiencies, and helps get the right services and supplies to people who need it most when they need it most.

VALs are working to develop, standardize and enhance information management approaches across the nation. These pre-disaster activities related to information management allow response and recovery efforts to be more effectively coordinated whenever they are needed. As part of these preparedness activities, VALs also foster relationships with faith-based and other private sector groups that routinely spring into action as soon as disasters strike.

VALs have created a variety of collaborative tools such as a disaster library that is searchable by categories, a membership directory of key partners across the states and territories, a database of tasks that community members can access and update, and a geospatial tools area to map activities.

Mission–Critical Collaboration Resources

HSIN empowers users with the tools and solutions they need to help support the homeland security mission. Partners who are otherwise separated by incompatible communication systems benefit from an unprecedented level of situational awareness that is available across all agencies, jurisdictions and private sector partners. Information sharing and collaboration tools, comprehensive training, on-call technical support and transparent communications help partners maximize use of all HSIN resources.
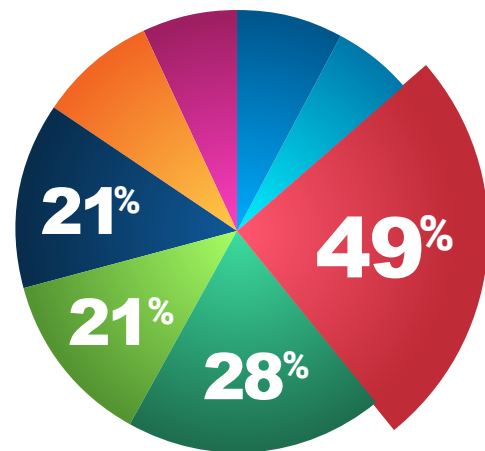
Features that Matter to Users

HSIN provides readily accessible tools and other resources such as training that are designed to address the needs of HSIN users. These resources and their features have become widely used capabilities to support daily operations, prepare for planned events, and respond to and mitigate risks during crisis situations.

49% **28%** **21%** **21%**

- ○ HSIN Community
- ○ HSIN Connect
- ○ HSIN Learn
- ○ HSIN Exchange
- ○ Single Sign-on, Federation and Interoperability (**13%**)
- ○ Geospatial Services (**14%**)
- ○ Other (**14%**)
- ○ HSIN Chat (**8%**)

Most Used Features

Participants in HSIN's Annual Assessment listed HSIN Communities as their most used HSIN resource, with **49 percent** selecting HSIN Communities in FY19. HSIN Connect was the second most popular resource with **28 percent** of users deploying it most often, and HSIN Exchange and HSIN Learn ranked third at **21 percent**.

Communities are a vital component of HSIN as they allow users to join and participate in groups that are relevant to their specific missions and areas of expertise. By connecting users with one another, HSIN helps ensure that critical information is quickly shared with relevant partners. Additionally, each community allows for rapid information sharing among members.
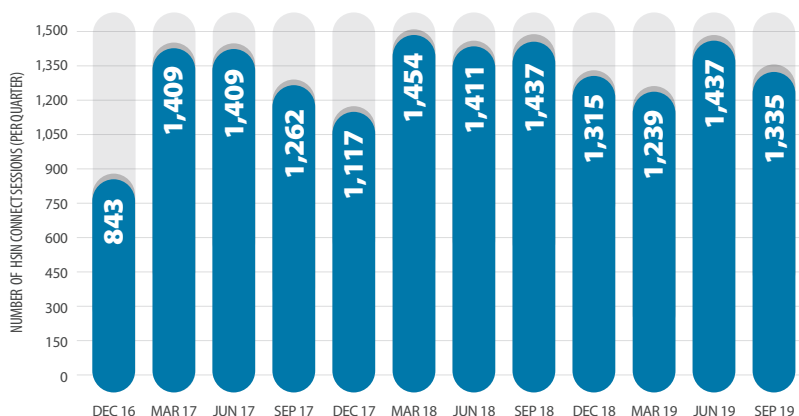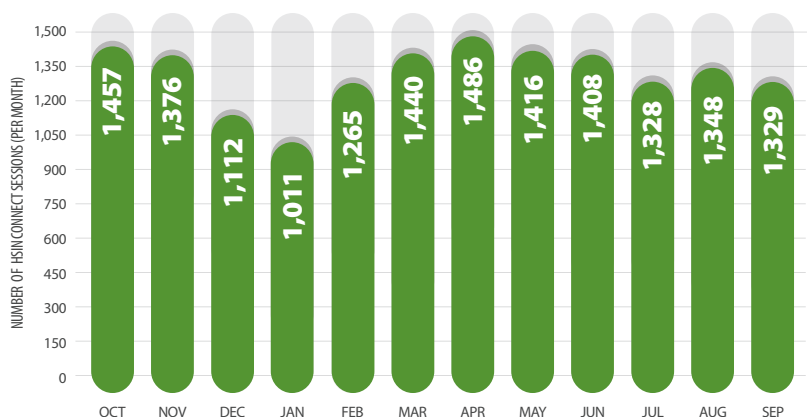
In total, there were **more than 2,400 communities** on HSIN by the end of FY19, made up of partners from across the nation who frequently work together to collaborate and address their unique mission needs.

HSIN Connect

HSIN Connect, which is available to all HSIN members, is a web-conferencing tool that allows partners to host a meeting, share content in real time or set up a web-based command center to maintain situational awareness from any location. Frontline responders use HSIN Connect to prioritize needs, deconflict multiple reports and reduce duplication of effort. In total, there were **15,976 HSIN Connect sessions** in FY19.

NUMBER OF HSIN CONNECT SESSIONS (PER MONTH)

OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
1,457	1,376	1,112	1,011	1,265	1,440	1,486	1,416	1,408	1,328	1,348	1,329

NUMBER OF HSIN CONNECT SESSIONS (PER QUARTER)

DEC 16	MAR 17	JUN 17	SEP 17	DEC 17	MAR 18	JUN 18	SEP 18	DEC 18	MAR 19	JUN 19	SEP 19
843	1,409	1,409	1,262	1,117	1,454	1,411	1,437	1,315	1,239	1,437	1,335

Features Users Want

In FY19, **54 percent** of users reported they believe the program could improve by providing advanced search capabilities. Also, **54 percent** indicated that adding a mobile-specific interface (where not currently available) would assist in achieving mission success.

- 54% Advanced Search Capabilities
- 54% Mobile Interface
- 25% Advanced Reporting Capabilities
- Other (**15%**)
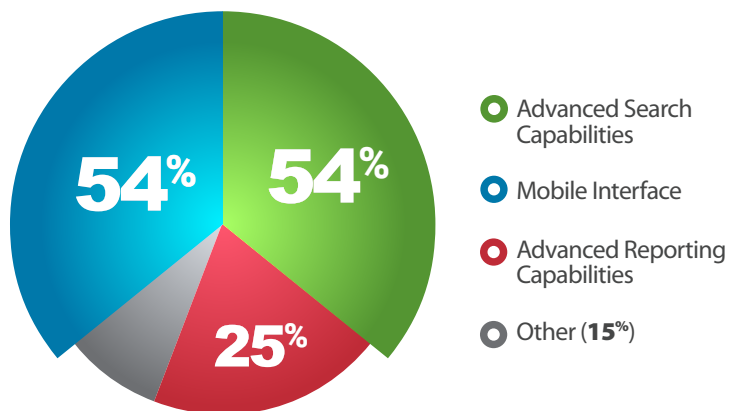
Technical Support

HSIN's Service Operations team offers technical support to ensure that every user has access to HSIN's capabilities, providing a Help Desk that is staffed 24 hours a day, seven days a week. Throughout the year, the Help Desk provides support to users by quickly diagnosing reported issues and following the appropriate procedures to resolve requests for help. The average speed-to-answer for Help Desk calls during FY19 was **28 seconds**.

HSIN Tools and Other Resources

HSIN's tools and other resources are designed to solve a variety of information sharing challenges.

HSIN Communities

HSIN Communities allow users to retrieve and share information for incident management, plan security for key events and exercises, and conduct daily operations. Members of HSIN communities include law enforcement officers, cybersecurity analysts, counternarcotics agents, critical infrastructure planners, risk analysts, homeland security investigators, emergency management officials and fusion center personnel.

HSIN Connect

To help maintain security during planned events, public safety partners use HSIN Connect to share live video streams from stationary cameras as well as from mobile phones. The ability to record video also helps officers capture evidence for potential criminal charges and facilitates after-action analysis and reports. In the area of disaster preparedness and response, predefined HSIN Connect layouts allow agencies to quickly collaborate and coordinate responses across jurisdictional boundaries. In active shooter incidents, for example, police departments use HSIN Connect to share vetted information from law enforcement sources.

HSIN Chat

HSIN Chat allows users to instantly share, receive, distribute and update other HSIN users and groups with relevant, time-sensitive and quickly changing information to support mission-critical decision making. The secure environment allows quick answers to questions and enables users to avoid time-consuming and cluttered email inboxes.

> " The JFC-HSIN community provides an effective and efficient conduit for decision makers to share relevant information and expertise that is critical to synchronizing homeland security activities.
>
> **Kim Kadesch**, Joint Federal Committee Co-Chair and Director, FEMA, Office of National Capital Region Coordination

HSIN Exchange

HSIN Exchange is a request for information (RFI) solution that manages and prioritizes RFIs, centralizes processes and increases efficiency in operations such as intercepting the shipment of illegal drugs, arresting dangerous criminals and preventing terrorism. It also provides delivery metrics, minimizes duplicative responses and enables seamless interagency and cross-jurisdictional communications.

HSIN Learn

HSIN Learn provides a complete solution for rapid access to online training and is designed to help partners use HSIN through self-paced, computer-based operational training. HSIN Learn also offers customized assistance and instructor-led courses, as well as guidance on using each of HSIN's tools and how to build and maintain a HSIN community.

HS*INbox*

HS*INbox* allows users to communicate with mission partners through a tool that supports document attachments, links and notes, and manages email distribution to other HSIN users.

> **"** The imagery products improved users' situational awareness of incidents and allowed offsite users in the HSIN environment the ability to see otherwise inaccessible areas.
>
> **Christopher Judge**
> Protective Security Advisors for Indiana
> Deputy Federal Coordinator
> for the Indy 500

Geospatial Tools

HSIN provides access to geospatial and other mapping resources that can be combined with intelligence information and operations. The tools enable geographical data sharing from various sources on one display and can provide mapping and tracking of incidents, planned event sites and data to support daily operations.

HSIN Publications

HSIN develops and distributes *The HSIN Advocate* to all users monthly. The Advocate includes articles that highlight program resources, activities and accomplishments. The stories and resources help HSIN users implement best practices and other strategies to support their operational objectives.

HSIN Annual Report

Each year, HSIN publishes the HSIN Fiscal Year Annual Report to inform stakeholders and users about HSIN's strategic goals and accomplishments, operational support and enhancements, policy and governance, and provide a glance at the year ahead. The annual publication also provides an overview of key HSIN engagements with an emphasis on how partners applied HSIN to their areas of operations.

HSIN Training

In addition to onsite training provided by HSIN Mission Advocates, HSIN provides a wide range of computer-based courses and other training materials. Training addresses the various features and tools available in HSIN as well as the needs of specific user roles such as site owners, content managers and

community members. Additionally, Quick Reference Guides allow users to rapidly learn how to access and use key features and tools.

In FY19, HSIN maintained and updated training materials for new and existing HSIN capabilities. Among the **more than 3,000 training sessions logged**, HSIN Basics and HSIN Connect were among the most popular for FY19.

Across all training courses, some of the key benefits included:

- Offering operational training and hands-on learning experiences
- Pairing HSIN experts with community representatives to design courses and other training materials that meet their needs
- Providing users with helpful information about how best to apply HSIN's tools and other resources to meet their operational needs

In addition to a comprehensive library of training resources, HSIN Mission Advocates provide users with customized training sessions to meet their specific needs. These sessions include refresher trainings, new capability trainings, and planned event, incident and exercise training support. In FY19, HSIN Mission Advocates delivered 1,278 training sessions, including 297 sessions for special events and 256 for incident support.

HSIN Mission Advocates

HSIN Mission Advocates are information sharing subject matter experts that provide users with onsite and online support to:

- Understand operational information sharing needs
- Identify potential risks and determine how to mitigate them
- Help deploy HSIN resources to fulfill the mission, where necessary
- Train users on new modernization efforts

Whether it's planning for an event or exercise, preparing for an unplanned incident that might arise, or performing daily operations, HSIN Mission Advocates work with partners to identify information sharing gaps and then address those gaps with HSIN resources. For more information about HSIN Mission Advocates, please *see page 13 in the Operational Support section*.

Policy and Governance

As the homeland security enterprise continues to change, HSIN adapts with it. Through unbiased guidance, oversight and user feedback, HSIN's governance structure allows the program to sustainably evolve each year. HSIN also meets policy requirements related to sensitive information sharing and coordinates with users to address any potential risks or emerging issues.

Compliance

HSIN works with the DHS Privacy Office to ensure that the program completes all privacy compliance documentation requirements, such as identifying any potential privacy issues that new updates could create as well as mitigation strategies to reduce potential risks. Proactively complying with policy requirements allows users to remain on the forefront of collaboration while keeping sensitive information secure.

In FY19, HSIN focused on ensuring compliance across the program and updated HSIN governance documentation to reflect changes in governance structure related to the HSIN User Group, which no longer has four distinct subgroups (Requirements/ Testing, Development, Policy/Procedure and Communications Coordination).

Across compliance efforts, HSIN had three key priorities:

- Increase collaboration with DHS components through Mission Outreach and stakeholder engagement and ensure HSIN communities are in compliance with terms of service as HSIN expands mission usage within DHS components
- Augment information sharing possibilities within the system through governance updates based on requested changes from users
- Continue policy and privacy support for new and current communities

As HSIN grows with its user base, the program will continue to maintain compliance as new initiatives and tools become necessary to meet the demands of the homeland security enterprise.

Inclusive, Transparent and Accountable Governance

HSIN's governance structure provides oversight and solicits feedback from users to help set the program's strategic direction. The Executive Steering Committee (ESC) oversees the HSIN program and evaluates new ideas and feedback from stakeholders. Additionally, the HSIN User Group (HUG) allows users to share their recommendations and experiences using HSIN.
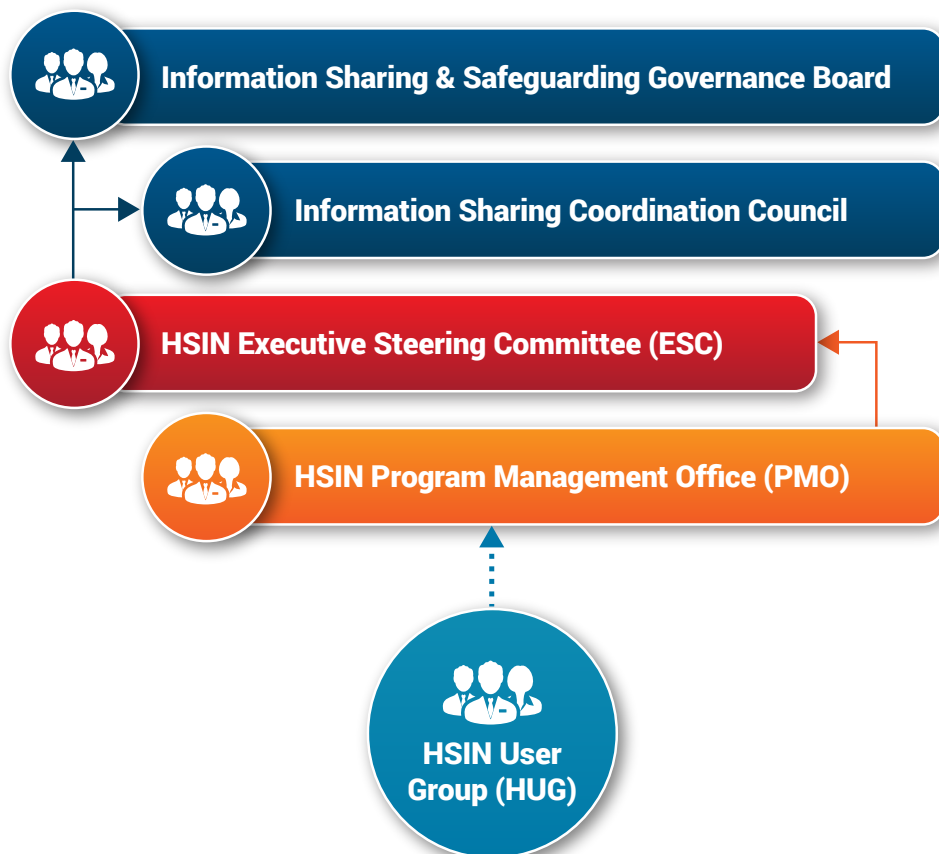
HSIN continues to work with executive leadership to ensure involvement in programmatic decisions by engaging all levels of HSIN governance, including the ESC, the Information Sharing Coordination Council (ISCC) and the Information Sharing & Safeguarding Governance Board (ISSGB).

Executive Steering Committee (ESC)

The ESC provides effective governance, oversight and guidance to the HSIN program to ensure the program meets users' operational needs on time and on budget. The ESC also supports and makes recommendations to the ISSGB, which sets DHS' information sharing and safeguarding priorities as well as direction.

HSIN User Group (HUG)

HSIN evolves based on feedback from the organizations that use it. Users can offer suggestions on how to enhance HSIN through the HSIN User Group. The HUG also allows HSIN users to share their experiences with the HSIN Program Management Office (PMO) and other users. The HUG is made up of decision makers, managers, operators, analysts and other HSIN users.

Information Sharing & Safeguarding Governance Board

Information Sharing Coordination Council

HSIN Executive Steering Committee (ESC)

HSIN Program Management Office (PMO)

HSIN User Group (HUG)

Recommendations and the Year Ahead

As DHS' trusted platform for sharing Sensitive But Unclassified (SBU) information, HSIN aligns program goals with meeting users' mission requirements. The achievements made in FY19 provide the building blocks for FY20 growth.

Plans for FY20

Enhance HSIN Solution

- Refine the HSIN solution based on lessons learned, best practices, awareness of common requirements and usage, and emerging commercial off-the-shelf (COTS) and government off-the-shelf (GOTS) solutions. HSIN's offering provides federal, state, local, tribal, territorial, international and private sector customers a standardized and trusted platform that enables partners to meet their information sharing needs.

- Leverage the HSIN User Group, Best Practices Community of Excellence, and Executive Steering Committee to ensure the program is responsive to user feedback and controls costs while minimizing customizations.

- Mature HSIN's advanced reporting and analytics capabilities to provide customers valuable insight into trends within their data sets.

Uphold Security and Trust

- Implement the latest policy and security updates while upholding our current standard of Federal Information Security Management Act (FISMA) High Confidentiality, High Integrity and High Availability (H-H-H) of systems and data.

Increase Efficiency

- Further integrate with DHS HQ's cloud platform to increase program efficiencies and reduce HSIN's operations and maintenance (O&M) requirements, supporting the delivery of cost-effective solutions.

- Integrate with the fiscal year budget cycle and product management framework, aligning with a HSIN service delivery model that is compatible with Software as a Service (SaaS).

Support the Unified Mission for DHS

- Refine the HSIN requirements integration process within DHS to ensure customers' mission needs and application features are met through a stakeholder-focused solution.

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